

**THE METROHEALTH SYSTEM
BOARD OF TRUSTEES
PATIENT EXPERIENCE COMMITTEE**

Date: WEDNESDAY, AUGUST 8, 2018
Time: 10:00 am - Noon
Place: Board Room- K107

AGENDA

I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE - May 9, 2018

II. INFORMATION ITEMS

- a. Introductions / New Members
Brook Watts, MD, Chief Quality & Experience Officer
- b. Overview of Patient Engagement and Experience Programs
Seona Goerndt, MBA, Director of Patient Experience
- c. HCAHPS Overview & Key Touch Points in The Hospital Patient Experience
Katrina Dubovikova, Data Analyst Office of Patient Experience
- d. Review 2018 YTD Grievance/Complaint Data
Michael Hansen, Supervisor Patient Relations, Office of Patient Experience
- e. Review Language Access Data/Interpretive Services
Michelle Mencke, Program Supervisor, Office of Patient Experience
Gudiel Rodriguez-Hernandez, Senior Interpreter

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None